ABSTRACT OF THE DISCLOSURE

A computer software application, graphical user interface, and method for entering information concerning a complex business situation, refining such information in a stepwise manner through the interface, generating a list of effective actions for addressing such a business situation, and storing such information in a knowledge base adapted for future query and reporting use of such a complex business situations, is provided. A set of screen sequences allows entry of specific aspects of such a situation to generate an action list. A situation appraisal sequence allows entry of concerns stemming from the situation to prioritize such concerns. A problem analysis sequence allows entry of causes of a problem, and refining the causes to determine a true cause. A decision analysis sequence allows entry of alternatives concerning a decision, and refines such alternatives to determine one which suits the objective. A potential problem analysis sequence allows entry of potential problems which might occur, and refines causes and actions which mitigate or eliminate such potential problems. Such sequences provide a systematic method to gather and organize information effectively in order to resolve a complex situation, and to store such information in a knowledge base for later query and retrieval for the same or similar situations, to preserve enterprisewide knowledge and expertise.

207091